

WHAT IS CLAIMED IS:

1. An electronic commerce system, which comprises:
 a plurality of customer facing systems, each of
 said customer facing systems having associated
 therewith authoritative data that is writable to by
 said customer facing system and read-only data; and,
 means for replicating data written to said
 authoritative data of any one of said customer facing
 systems to the authoritative data of each of the other
 customer facing systems.

2. The system as claimed in claim 1, including:
 a firm side system, said firm side system having
 associated therewith authoritative data that is
 writable to by said firm side system and read-only
 data;

means for replicating data written to said
 authoritative data of said firm side systems to the
 read-only data of each of said customer facing
 systems.

3. The system as claimed in claim 2, including:
 means for replicating data written to said
 authoritative data of any one of said customer facing
 systems to the read-only data of firm side system.

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7. The system/as claimed in claim 5, including:

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8. An electronic commerce system, which comprises:
 a plurality of customer facing systems, each of
 said customer facing systems including means for
 processing customer orders and means for processing
 customer inquiries, and each of said customer facing
 systems having associated therewith authoritative data
 that is writable to by said customer facing system and
 read-only data; and,

means for replicating data records written to
 said authoritative data of any one of said customer
 facing systems to the authoritative data of each of
 the other customer facing systems.

9. The system as claimed in claim 1, including:

a firm side system, said firm side system having
 associated therewith authoritative data that is
 writable to by said firm side system and read-only
 data;

means for replicating data written to said
 authoritative data of said firm side systems to the
 read-only data of each of said customer facing
 systems.

10. The system as claimed in claim 9, including:

means for replicating data records written to
 said authoritative data of any one of said customer
 facing systems to the read-only data of firm side
 system.

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15. The system as claimed in claim 14, wherein said means for processing customer orders includes:

means for creating a transaction record for said order; and,

5 means for writing said transaction record to the authoritative data associated with said customer facing system.

16. The system as claimed in claim 14, wherein said means for responding to customer inquiries includes:

means for aggregating transaction records in said authoritative data to determine status of a
5 transaction.

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10 a plurality of street side systems, each of said street side systems including means for executing orders received from a customer facing system, and each of said street side systems having associated therewith authoritative data that is writable to by said street side system and read-only data; and,

15 means for replicating data records written to said authoritative data of any one of said street side systems to the authoritative data of each of the other street side systems; and,

20 means for replicating data records written to said authoritative data of any one of said customer facing systems to the authoritative data of each of the other customer facing systems.

18. The system as claimed in claim 17, including:
a firm side system, said firm side system having
associated therewith authoritative data that is
writable to by said firm side system and read-only
5 data;

means for replicating data written to said
authoritative data of said firm side system to the
read-only data of said customer facing system and said
street side system;

10 means for replicating data records written to
said authoritative data of said customer facing
systems to said read-only data of said firm side
system; and,

15 means for replicating data records written to
said authoritative data of said street side system to
said read-only data of said firm side system.

19. The system as claimed in claim 17, wherein said
means for processing customer orders includes:

means for creating a transaction record for said
order; and,

5 means for writing said transaction record to the
authoritative data associated with said customer
facing system.

20. The system as claimed in claim 17, wherein said
means for responding to customer inquires includes:

5 means for aggregating transaction records in said
authoritative data associated with said customer
facing system to determine status of a transaction.

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Int a37 21. A method of processing customer transactions,
which comprises the steps of:

5 receiving a customer transaction request at one
customer facing system of a plurality of customer
facing systems;

creating a record of said transaction;

writing said transaction record to data storage
associated with said one customer facing system;

10 and replicating said transaction record to data
storage data associated with each of the other
customer facing systems of said plurality of customer
facing systems.

22. The method as claimed in claim 21, including the
step of:

5 sending said transaction request from said one
customer facing system to one of a plurality of street
side systems;

executing said transaction request at said one
street side system;

creating a record of said transaction execution;

10 writing said transaction execution record to data
storage associated with said one street side system;

and,

replicating said transaction execution record to
data storage associated with each of said customer
~~facing systems.~~

Int a37 23. The method as claimed in claim 22, wherein said
transaction request is a buy order.

Part 3

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